

W-01303A-09-0343
SW-01303A-09-0343



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OPEN MEETING AGENDA ITEM

ORIGINAL

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

RECEIVED

Investigator: Richard Martinez

Phone:

2012 APR 24 P 4: 07

Fax:

Priority: Respond Within Five Days

AZ CORP COMMISSION
DOCKET CONTROL

Opinion No. 2012 - 103323

Date: 4/20/2012

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Ric & Lee Last: Holland

Account Name: Ric & Lee Holland

Home: (000) 000-0000

Street:

Work:

City: Litchfield Park

CBR:

State: AZ Zip: 85340

is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

(Docket Nos. W-01303A-09-0343 & SW-01303A-09-0343)

April 18, 2012

Arizona Corporation Commission

DOCKETED

APR 24 2012

Arizona Corporation Commission

1200 W. Washington

Phoenix, AZ 85007

DOCKETED BY	
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RE: DOC NUMBER SW-01303A-09-0343

ATTN: Gary Pierce, Chairman, Bob Stump, Commissioner, Sandra Kennedy, Commissioner, Paul Newman, Commissioner, Brenda Burns, Commissioner

Dear Commissioners:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

As a resident of Russell Ranch Community, my wife and I object to EPCOR's request to extend the time to implement a winter average waste water design. We believe that EPCOR should implement the winter average rate design by June 1, 2012, as ordered by the Commission in decision number 72047.

Russell Ranch residents received ample notice of the change and fully understood how the waste water rates will be calculated going forward. As a homeowner, we have made considerable efforts and sacrifices to conserve water usage in an attempt to avoid excessive and highly inflated waste water bills. The amount of total water my wife and I used during the months of December, 2011 through March, 2012 (3,000 gallons per month average) reflects an 'excessive' amount of waste water actually generated at our home every single month of the year. Fee's for water used to water our plants, fill our swimming pool and evaporation are reflected in the total amount. Yet, we have been paying for 233.3333% of that amount every month since purchasing our home. We feel like we're being fleeced by greedy utilities with permission from you! Please put a stop to it!

Based on the foregoing, we request that the Commission deny EPCOR's request for an extension to the winter water average rate design. As a resident of Russell Ranch, we have prepared for the water rate change and believe it should go into effect June 1, 2012 as initially ordered.

Regards,

Richard W. & Leslie F. Holland, Residents and Trustee's for Lee Holland Living Trust

Litchfield Park, AZ
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

4/23/12
Emailed to the Phoenix office for docketing.
FILE CLOSED.
End of Comments

Date Completed: 4/23/2012

Opinion No. 2012 - 103323
